

You have received this document through USAID Internet site. Some of the Attachments/Forms/Appendices/Exhibits in Section J have been supplied to you electronically. Other Attachments/ Forms/ Appendices/ Exhibits which may not be included electronically in this solicitation may be found on the USAID Internet site under the directory "Common Forms for USAID Solicitations", under Section 53 of the Federal Acquisitions Regulations, or by contacting the person in block 10 of the SF 33. If you are not using Word 97 to view this document, you will have to save the document in the format of the wordprocessor that you are using in order to view and print the standard form. The number of pages contained in this electronic copy may not exactly correspond to the hard paper copy, although all the information, except those Attachments mentioned above, is contained herein.

If you have received this RFP electronically then you must notify the contact person listed in block 10 of the original SF 33 of the original RFP in writing or via facsimile. The Agency is not responsible for any data/text that may not be received when using an electronic form to obtain this document. If the recipient does not notify the contact person that they have obtained this document then any amendments to the document may not be received by the recipient and the recipient could risk being found unresponsive if an offer is made against this solicitation, of which any amendment would become part.

Audit Management System

Solicitation No.: OIG-BA-03-001

Issuance Date: 12-30-02

Closing Date: 01-24-03

Table of Contents

Page

SECTION B - CONTINUATION BLOCK.....	2
B.1 STATEMENT OF WORK (ATTACHMENT #1)	
SECTION C - CONTRACT CLAUSES.....	2
C.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)	2
C.2 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (FEB 2002)	2
C.3 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (MAY 2002)	2
SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS.....	3
D.1 GENERAL REQUIREMENTS (ATTACHMENT#1A)	
D.2 SECTION 508 EXCEPTION CHECKLIST (ATTACHMENT #2A)	
SECTION E - SOLICITATION PROVISIONS.....	3
E.1 52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (OCT 2000)	3
E.2 52.212-2 EVALUATION--COMMERCIAL ITEMS (JAN 1999)	3
E.3 52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS-- COMMERCIAL ITEMS (JULY 2002)	4

SECTION B - CONTINUATION BLOCK

B.1 STATEMENT OF WORK - SEE ATTACHMENT #1

SECTION C - CONTRACT CLAUSES

C.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://arnet.gov/far/>

C.2 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (FEB 2002) BY REFERENCE

C.3 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (MAY 2002)

(a) The Contractor shall comply with the following FAR clauses, which are incorporated in this contract by reference, to implement provisions of law or executive orders applicable to acquisitions of commercial items:

(1) 52.222-3, Convict Labor (E.O. 11755).

(2) 52.233-3, Protest after Award (31 U.S.C. 3553).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items or components:

(1) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

(2) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (38 U.S.C. 4212).

(3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793).

(4) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (38 U.S.C. 4212).

(5) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (E.O. 13126).

(6) 52.225-3, Buy American Act--North American Free Trade Agreement--Israeli Trade Act (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note).

(7) 52.225-13, Restriction on Certain Foreign Purchases (E.O. 12722, 12724, 13059, 13067, 13121, and 13129).

(8) 52.225-15, Sanctioned European Union Country End Products (E.O. 12849).

(9) 52.232-34, Payment by Electronic Funds Transfer--Other than Central Contractor Registration (31 U.S.C. 3332).

(10) 52.239-1, Privacy or Security Safeguards (5 U.S.C. 552a).

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

D.1 STATEMENT OF WORK - (attachment #1)(pages 14 -19)

D.2 General Requirements - (attachment #1A) (pages 20 -29)

D.3 SECTION 508 EXCEPTION EIT ACCESSIBILITY
STANDARDS CHECKLIST - (attachment #2) (pages 30-37)

SECTION E - SOLICITATION PROVISIONS

**E.1 52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS
(OCT 2000) BY REFERENCE**

E.2 52.212-2 EVALUATION--COMMERCIAL ITEMS (JAN 1999)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

1. Technical (Capability of meeting the items in checklist 1A, General System Requirements Checklist).
2. Price.
3. Technical and past performance(including client list and references).

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there

are negotiations after its receipt, unless a written notice of withdrawal is received before award.

**E.3 52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS--
COMMERCIAL ITEMS (JULY 2002)**

(a) Definitions. As used in this provision:

Emerging small business means a small business concern whose size is no greater than 50 percent of the numerical size standard for the NAICS code designated.

Forced or indentured child labor means all work or service--

(1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or

(2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

Service-disabled veteran-owned small business concern--

(1) Means a small business concern--

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

Small business concern means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR part 121 and size standards in this solicitation.

Veteran-owned small business concern means a small business concern--

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

Women-owned small business concern means a small business concern--

(1) Which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

Women-owned business concern means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

(b) Taxpayer Identification Number (TIN) (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to a central contractor registration database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (b)(3) through (b)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) Taxpayer Identification Number (TIN).

☐ TIN: _____.

☐ TIN has been applied for.

☐ TIN is not required because:

☐ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

☐ Offeror is an agency or instrumentality of a foreign government;

☐ Offeror is an agency or instrumentality of the Federal Government.

(4) Type of organization.

☐ Sole proprietorship;

☐ Partnership;

☐ Corporate entity (not tax-exempt);

☐ Corporate entity (tax-exempt);

- ☐ Government entity (Federal, State, or local);
- ☐ Foreign government;
- ☐ International organization per 26 CFR 1.6049-4;
- ☐ Other _____.

(5) Common parent.

☐ Offeror is not owned or controlled by a common parent;

☐ Name and TIN of common parent:

Name _____.

TIN _____.

(c) Offerors must complete the following representations when the resulting contract is to be performed inside the United States, its territories or possessions, Puerto Rico, the Trust Territory of the Pacific Islands, or the District of Columbia. Check all that apply.

(1) Small business concern. The offeror represents as part of its offer that it ☐ is, ☐ is not a small business concern.

(2) Veteran-owned small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents as part of its offer that it ☐ is, ☐ is not a veteran-owned small business concern.

(3) Service-disabled veteran-owned small business concern. [Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.] The offeror represents as part of its offer that it ☐ is, ☐ is not a service-disabled veteran-owned small business concern.

(4) Small disadvantaged business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, for general statistical purposes, that it ☐ is, ☐ is not a small disadvantaged business concern as defined in 13 CFR 124.1002.

(5) Women-owned small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it ☐ is, ☐ is not a women-owned small business concern.

Note: Complete paragraphs (c)(6) and (c)(7) only if this solicitation is expected to exceed the simplified acquisition threshold.

(6) Women-owned business concern (other than small business concern). [Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it ☐ is a women-owned business concern.

(7) Tie bid priority for labor surplus area concerns. If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

(8) Small Business Size for the Small Business Competitiveness Demonstration Program and for the Targeted Industry Categories under the Small Business Competitiveness Demonstration Program. [Complete only if the offeror has represented itself to be a small business concern under the size standards for this solicitation.]

(i) [Complete only for solicitations indicated in an addendum as being set-aside for emerging small businesses in one of the four designated industry groups (DIGs).] The offeror represents as part of its offer that it [] is, [] is not an emerging small business.

(ii) [Complete only for solicitations indicated in an addendum as being for one of the targeted industry categories (TICs) or four designated industry groups (DIGs).] Offeror represents as follows:

(A) Offeror's number of employees for the past 12 months (check the Employees column if size standard stated in the solicitation is expressed in terms of number of employees); or

(B) Offeror's average annual gross revenue for the last 3 fiscal years (check the Average Annual Gross Number of Revenues column if size standard stated in the solicitation is expressed in terms of annual receipts).

(Check one of the following):

Number of Employees	Average Annual Gross Revenues
<input type="checkbox"/> 50 or fewer	<input type="checkbox"/> \$1 million or less
<input type="checkbox"/> 51--100	<input type="checkbox"/> \$1,000,001--\$2 million
<input type="checkbox"/> 101--250	<input type="checkbox"/> \$2,000,001--\$3.5 million
<input type="checkbox"/> 251--500	<input type="checkbox"/> \$3,500,001--\$5 million
<input type="checkbox"/> 501--750	<input type="checkbox"/> \$5,000,001--\$10 million
<input type="checkbox"/> 751--1,000	<input type="checkbox"/> \$10,000,001--\$17 million
<input type="checkbox"/> Over 1,000	<input type="checkbox"/> Over \$17 million

(9) [Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns, or FAR 52.219-25, Small Disadvantaged Business

Participation Program--Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.]

(i) General. The offeror represents that either--

(A) It [] is, [] is not certified by the Small Business Administration as a small disadvantaged business concern and identified ,on the date of this representation, as a certified small disadvantaged business concern in the database maintained by the Small Business Administration (PRO-Net), and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or

(B) It [] has, [] has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

(ii) [] Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns. The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(9)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. [The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture: _____.]

(10) HUBZone small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, as part of its offer, that--

(i) It [] is, [] is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal office, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR part 126; and

(ii) It [] is, [] is not a joint venture that complies with the requirements of 13 CFR part 126, and the representation in paragraph (c)(10)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating in the joint venture. [The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture:_____.] Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Representations required to implement provisions of Executive Order 11246--

(1) Previous contracts and compliance. The offeror represents that--

(i) It [] has, [] has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation; and

(ii) It [] has, [] has not filed all required compliance reports.

(2) Affirmative Action Compliance. The offeror represents that--

(i) It [] has developed and has on file, [] has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR parts 60-1 and 60-2), or

(ii) It [] has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) Certification Regarding Payments to Influence Federal Transactions(31 U.S.C. 1352). (Applies only if the contract is expected to exceed \$100,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract.

(f) Buy American Act Certificate. (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American Act--Supplies, is included in this solicitation.)

(1) The offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product as defined in the clause of this solicitation entitled "Buy American Act--Supplies" and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

(2) Foreign End Products:

Line Item No	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g)(1) Buy American Act--North American Free Trade Agreement--Israeli Trade Act Certificate. (Applies only if the clause at FAR 52.225-3, Buy

American Act--North American Free Trade Agreement--Israeli Trade Act, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product as defined in the clause of this solicitation entitled "Buy American Act--North American Free Trade Agreement--Israeli Trade Act" and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States.

(ii) The offeror certifies that the following supplies are NAFTA country end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American Act--North American Free Trade Agreement--Israeli Trade Act":

NAFTA Country or Israeli End Products:

Line Item No	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iii) The offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled "Buy American Act--North American Free Trade Agreement--Israeli Trade Act." The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

Other Foreign End Products:

Line Item No	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(2) Buy American Act--North American Free Trade Agreements-- Israeli Trade Act Certificate, Alternate I (May 2002). If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled "Buy American Act--North American Free Trade Agreement--Israeli Trade Act":

Canadian End Products:

Line Item No.

(List as necessary)

(3) Buy American Act--North American Free Trade Agreements--Israeli Trade Act Certificate, Alternate II (May 2002). If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American Act--North American Free Trade Agreement--Israeli Trade Act":

Canadian or Israeli End Products:

Line Item No	Country of Origin
--------------	-------------------

_____	_____
_____	_____
_____	_____

[List as necessary]

(4) Trade Agreements Certificate. (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(4)(ii) of this provision, is a U.S.-made, designated country, Caribbean Basin country, or NAFTA country end product, as defined in the clause of this solicitation entitled "Trade Agreements."

(ii) The offeror shall list as other end products those end products that are not U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products.

Other End Products:

Line Item No	Country of Origin
--------------	-------------------

_____	_____
_____	_____
_____	_____

[List as necessary]

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items subject to the Trade Agreements Act, the Government will evaluate offers of U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products without regard to the restrictions of the Buy American Act. The Government will consider for award only offers of U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) Certification Regarding Debarment, Suspension or Ineligibility for Award (Executive Order 12549). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals--

(1) [] Are, [] are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; and

(2) [] Have, [] have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(3) [] Are, [] are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.

(i) Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126). [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]

(1) Listed end products.

Listed End Product

Listed Countries of Origin

(2) Certification. [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.

[] (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.

[] (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

USAID/OIG
Audit Management System
STATEMENT OF WORK
October 24, 2002

Introduction

The USAID, Office of Inspector General (OIG) plans to purchase Commercial Off-the-Shelf (COTS) software to help manage its audit processes.

Background

The OIG Office of Audit (IG/A) is responsible for conducting financial audits, performance audits, information technology audits, desk reviews and quality control reviews of non-federal financial audits, and other audit tasks. Currently audit documentation preparation, review, and report generation is a manual process in that all documents created and obtained throughout the course of the audit are ultimately organized and maintained in a hardcopy format. Inherent within each audit and task is the requirement to gather, document, and summarize self-generated and auditee-provided data to support the overall conclusions and recommendations. Furthermore, throughout this process, large reports and other documents flow throughout IG/A to various individuals. Without the use of an automated process, a significant amount of resources are spent on documenting and reviewing the report. Concurrently, auditors must ensure an audit trail is adequately maintained.

IG/A consists of four audit divisions located in Washington, DC, as well as six overseas field offices in Budapest, Hungary; Cairo, Egypt; Dakar, Senegal; Manila, Philippines; Pretoria, South Africa; and San Salvador, El Salvador. Currently, each overseas office's architectural structure is not integrated, i.e., each office's audit processes stand alone.

Objective

The objective of this statement of work is to evaluate and procure a COTS Audit Management tool to support OIG's audit requirements. This system shall be capable of supporting the entire USAID OIG/A population in Washington and its' six

overseas offices encompassing 75 Washington users and 60 overseas users.

Scope

The scope of this statement of work is for the OIG to evaluate and acquire an audit automation system, fully integrated to meet the above stated objective and the IG requirements as described in this statement of work. The contractor shall provide support, maintenance, training and documentation.

The software provided shall be in compliance with the FAR and specifically Section 508(a)(3) of the Rehabilitation Act of 1973. Attached is an Electronic and Information Technology (EIT) Accessibility Standards Checklist to be used as a guide for determining applicability the Section 508 standards. This checklist is subordinate to the Act.

Government Furnished Information

The OIG will provide the contractor with the following documentation with this Contract:

1. Requirements Information
 - 1A. General System Requirements Checklist
2. 508 Compliance
 - 2A. EIT Accessibility Standards Checklist

Government Furnished Equipment

N/A

Evaluation of Proposals

The following criteria shall be used as a basis for evaluation of submitted proposals:

1. Technical (capability of meeting the items in checklist
 - 1A, General System Requirements Checklist).
2. Price.
3. Past Performance (including client lists and references).

Specific Tasks & Deliverables

The contractor shall provide a fully operational COTS product that meets the objectives and requirements of the OIG. The contractor will use all information contained in this document including attachments to ascertain and ensure that the system meets the OIG's requirements.

The contractor shall ensure that all identified requirements are complete and incorporated in the system upon delivery. The contractor shall attend meetings, if additional information is required to meet this deliverable.

The contractor shall provide a plan to train each end user and system administrator. The plan should outline the training objectives and topics to be covered in the training as well as the length of the training.

The contractor shall provide on-site and telephone support for upgrades, maintenance, and troubleshooting, as required.

The contractor shall provide completed checklists (Attachment 1A and Attachment 2A) that are attached to this SOW with responses to all items in the list.

The contractor shall provide a software configuration implementation plan to include a proposed architecture for the six regional offices and the Washington office.

The contractor shall commence performance of services immediately upon notification of contract award. The contractor shall provide highly qualified technical support personnel and trainers.

Contract Administration

Contract Type

This shall be a Firm Fixed Price contract.

Place of Performance

The place of performance for work up to system testing shall be in USAID OIG offices.

Training shall be conducted in the Washington DC metropolitan area unless otherwise specified.

The contractors shall come to the Ronald Reagan Building for meetings as required to satisfy the requirements of the contract.

Period of Performance

The period of performance will be the date of contract award not extend beyond December 2003.

Security Release Forms

N/A

Packaging, Packing, and Shipping Instructions

The contractor shall ensure that all items are preserved, packaged, packed, and marked in accordance with best commercial practices to meet the packing requirements of the carrier and to ensure safe and timely delivery at the intended destination.

All data and correspondence submitted shall reference:

1. USAID/OIG
2. The name of the CTO
3. Contract #
4. GSA Contract #

Inspection and Acceptance Criteria

The government will perform a final inspection and acceptance of all work performed and other deliverables. The CTO is the signing official for deliverables.

Invoices

At this time, the OIG does not have an automated invoice process so all invoices shall be sent in hard copy with original signatures.

All receipts for Other Direct Costs items must accompany the invoice.

Invoices shall be sent in original and copy to:

U.S. Agency for International Development
M/FM/CMP/DC
Room 7.07-081, RRB
Washington, D.C. 20523-7700

A copy of the invoices shall be sent to:

U.S. Agency for International Development
OIG/M/IM
8.07-50, RRB
Washington, DC 20523- 8700
Attention: Audit Management System Software CTO

Contractor Travel

Local travel between the contractor's location and the Ronald Reagan Building is anticipated. Parking at or near the Ronald Reagan Building is not covered under this contract. If travel outside of the local area is required, compensation shall be in accordance with the government's Joint Travel Regulations.

Communications

Electronic communications, including server and internet/world wide web connectivity shall be required. The contractors shall have and utilize email for communications and electronic submission of deliverables.

Documentation Preparation and Reproduction

All document deliverables shall be submitted electronically using MS Office or PDF.

All document deliverables shall be submitted with 3 hard copies. The contractor shall include a cover letter on letterhead certifying the deliverable is complete as specified in the contract.

Other Contractor Coordination

N/A

Staffing as directed by the CTO

Any assigned contractor personnel shall work with designated Government personnel within the OIG.

The government reserves the right to approve changes in key contractor personnel during negotiations and through the life of this contract.

Other Direct Costs

Incidental other direct costs to cover the performance of the tasks listed above may be required. Prior approval by the CTO shall be required for the purchase of these items.

General Requirements

The contractor shall be held strictly liable for the confidentiality and security of information contained in the OIG systems. See Requirements attachment 1A.

Requirement	Explanation of How Software Meets the Requirement
A. Configuration	
(1) The software must integrate with Office 97, 98, and 2000 and run in a 32-bit environment and on any of these operating systems: Windows 95, 98, or NT 4.0. The software must also be upgradeable with future versions of Office.	
(2) The software must interface with Word, Excel, PowerPoint, Access, Idea, and Visio.	
(3) The software can run on a network as well as on stand-alone computers.	
(4) The software can support both portable and stationary high-speed scanners. Scanning software can be launched within the audit software.	
(5) Internet Explorer can be launched within the software and files can be downloaded from the internet into a working paper.	
(6) Future upgrades of the audit software can read audit documents created in previous versions of the software.	
B. Audit Planning	
(1) Ability to add or delete audits can be restricted to authorized individuals.	
(2) The software can be used to develop an annual audit plan and establish estimated start and completion dates.	
(3) The software can be used to plan and assign staffing for audit assignments.	
(4) The hours worked by individuals assigned to the audit	

can be tracked and accounted for.	
(5) The software should provide summarized key audit statistics for audit management, such as the total number of audit programs, audit steps, working papers and findings, and whether these documents have been prepared, reviewed or edited after a review. Information would also include the total number of review comments and whether review comments are open or closed.	
(6) Requests to revise the audit plan can be processed and approved through the software, i.e., changing/adding/deleting audit objectives, adding/deleting audits, revising budgeted hours, etc.	
(7) Users can design and write survey and audit programs by incorporating standard or unique audit programs. Users can add additional steps to the programs without affecting program numbering schemes.	
C. Working Paper Preparation	
(1) Working paper headings can be customized to require including the name of the organization, mission, program or activity being audited and task number on each working paper. For example: <i>Audit of USAID/xxx's Fiscal Year 2003 Financial Operations and Controls [title field providing up to 500 characters]</i> <i>Task Number 11223344556</i>	
(2) Working paper titles that directly relate to the purpose and content of the working paper can be inserted automatically.	
(3) Standardized file naming and numbering convention can be utilized to facilitate indexing and cross-indexing of working papers.	

(4) Documentation of the preparer's name and date of preparation is automatic.	
(5) Input of purpose, source, scope, conclusion can be required on every working paper.	
<p>(6) Organization scheme for working papers is standardized and logical and identifies specific working paper bundles and the type of documentation contained in each bundle. For example:</p> <p>Bundle A - Report</p> <p>Bundle B - Administrative</p> <p>Bundle C - Audit Program</p> <p>Bundle D through Z - Can be specified by the auditors at the beginning of the audit.</p>	
<p>(7) The software accepts integration of Windows based software packages to allow for electronic references to source data. Such functions as hyperlinks, copy and paste, linked objects, embedded objects are fully functional by the software to allow for the following type of indexing:</p> <ul style="list-style-type: none"> --From final and draft reports to the summary or supporting working papers --From summary working papers to supporting working papers --From audit program to supporting working papers --Between related working papers --Between specific points within and between working papers. --Between applications (Word, Excel, PowerPoint, Access, Idea, Visio, etc.) --To spreadsheets and individual spreadsheet cells --To scanned documents 	

--Between audits	
(8) Users can rename and move files without losing cross-indexing links. Users can move cross-indexing links without losing the links.	
(9) If needed, cross-indexes can be printed with the working paper.	
(10) Unfinished working papers are blocked from review.	
(11) The software package should provide audit tick marks that can be defined by the user to provide additional information about a number or text in a working paper.	
(12) A trail is provided of all changes made to a working paper. Changes can be documented similar to the Microsoft Word revision feature. At the revised or changed statement an annotation of footnote feature will identify the reason for the change.	
(13) Databases can be imported into working papers and summarized.	
D. Audit Evidence	
(1) Documentary evidence can be reliably and securely scanned into an audit working paper.	
(2) Annotations can be added to scanned documents.	
(3) Electronic signatures are verifiable, unique to the signer and under the signer's sole control.	
(4) Data integrity equals or exceeds a paper document.	
(5) Files can be easily recalled from storage.	
E. Supervisory Review	
(1) Evidence of supervisory review is required on the following documentation:	

--audit proposal --audit program --changes to audit objectives --changes to the audit program --audit notification letters --signed statement of professional independence --audit management cables, memorandums, and emails --write-ups of meetings with audit management --final audit reports --audit management comments on draft reports --referenced copies of draft and final reports --referencer's comments and disposition --internal audit policy review comments and disposition --working paper review sheets --signed working paper review certification --monthly operating reports	
(2) Reviewers can provide comments on working papers electronically.	
(3) Audit working paper review checklist can be created and required for all audits.	
(4) The reviewer can sign and date each working paper reviewed.	
(5) Multiple levels of review and approval of the same document are allowed. Documents may require up to 5 levels of approval.	
(6) Multiple users can review documents simultaneously.	
F. Audit Summarization and Reporting	
(1) Audit summaries can be generated from the working	

papers.	
(2) Draft findings can be generated from working paper summaries.	
(3) Audit reports can be generated from draft findings and working paper summaries.	
(4) Audit step results can be extracted for summarization.	
(5) Final audit reports are restricted to read-only access.	
<p>(6) Draft and final audit reports can be reviewed by an independent referencer who performs the following:</p> <ul style="list-style-type: none"> • Verify numbers and dollar amounts to the supporting working paper(s). • Verify factual statements to the supporting documentation in the working papers. • Verify references to statutes, regulations, directives, etc. to ensure that each reference is accurate and documented in the working papers. • Verify names of organizations, places, publications, etc. to ensure that each name and its spelling is correct. • Verify expert opinions to the working papers to ascertain that the opinions as stated and the qualifications of the expert are documented. <p>? • Verify quotations for verbatim accuracy and to ensure that they are not being used out of context.</p> <p>Any exceptions noted from the above can be annotated with a mark on the report text where the exception is noted and linked to a review comment related to the exception. The referencer can close comments when they have been sufficiently addressed and can track the number and content of open review comments.</p>	
(7) Final audit reports can be forwarded electronically to a	

pre-established distribution list.	
(8) Audit report sections can be extracted and saved into another documents. For example, a report can be generated which lists the summary of results (up to one page for each audit report) of all audit reports issued during a 6-month period.	
(9) A signed copy of the audit report can be retained electronically and in hard copy.	
G. Working Paper Storage	
(1) After an audit is closed, working papers can be compressed and stored on an online database, available online to all users. Working papers in this database cannot be altered.	
(2) Audits can be moved to a permanent off-line storage media after a specified period of time.	
H. Audit Management	
(1) Reports generated using the software are easy to generate by all users, including those with limited information technology experience and ability.	
(2) The status of audit recommendations can be tracked, allowing for entry of recommendation status in two different phases (resolution and closure) and for input of closure status by the auditee (non-OIG staff). Input of closure status is limited to auditee personnel with action responsibility for the recommendation.	
(3) The software can be used to generate reports on outstanding audit recommendations, timeliness of responses to audit recommendations, aging reports on recommendations, etc.	
(4) The software can be used to generate reports to summarize	

statistics on audit reports. For example:

--a list of all audit reports sorted by type of audit

--reports in table format listing all reports sorted by type, listing the report title, report date, the amount of findings in thousands of dollars and the type of monetary finding (questioned costs, unsupported costs, or better use of funds).

--reports in table format listing all open audit recommendations without management decision (unresolved) more than six months after report issuance. The table shows the audit report number, the auditee, the audit report date, current recommendation status, and the desired decision target date.

--reports in table format listing audit recommendations over 12 months old without final action (closure). The table shows report number, report subject, report date, recommendation number, management decision (resolution) date and target final action date.

--reports in table format summarizing total questioned costs during a six-month period. The table states that number of audit reports without management decision at the beginning and end of the 6-months period, the number of reports issued during the period and the number of reports for which management decisions were made during the period. The table also shows the questioned and unsupported costs associated with each audit status category.

-- reports in table format summarizing total recommendations that funds be put to better use during a six-month period. The table states that number of audit reports with such recommendations without management decision at

the beginning and end of the six-month period, the number of reports issued during the period with such recommendations and the number of reports for which management decisions were made during the period. The table also shows the dollar values associated with each audit status category.	
(5) Reports can be generated stating the status of each open audit.	
(6) Budgeted and planned hours and milestone dates can be scheduled and monitored.	
(7) Customized reports can be generated by pulling defined information from every open audit.	
(8) Each auditor's continuing professional education (CPE) can be tracked for compliance with Government Auditing Standards requirements.	
(9) The software should be integrated software that allows the user to go from the planning and survey phase to the execution and fieldwork stage to the reporting phase.	
(10) A library of document templates, checklists, audit criteria, and forms can be stored for easy retrieval.	
I. Security	
(1) Access to audit management system is password controlled.	
(2) Controls prevent alteration of scanned documents.	
(3) Controls prevent unauthorized altering and deleting of any working papers, including completed products, automated documents, and reviewer comments.	
(4) Authorized user can delete working papers that are not longer needed.	

(5) Access levels to working papers can be assigned based on user roles at the beginning of the audit. Other users can be added, as necessary during the audit.	
(6) Working paper creators can grant edit rights to other users.	
(7) All data stored within the audit management system shall be encrypted.	
(8) The digital signatures used within the audit management system shall comply with the digital signature standard set out in the Federal Information Processing Standards Publication 186-2, <i>Digital Signature Standard</i> .	
(9) Each user name is unique and each user can only be logged in at one work station at the time.	

EIT ACCESSIBILITY STANDARDS CHECKLIST

[Use this checklist to assist in determining which standards apply as well as which standards are commercially available. This checklist can also be modified for inclusion in the solicitation so that offerors may check off which aspects of their proposal are not compliant.]

TECHNICAL SPECIFICATIONS		
Standards Group/Standard	Applicable? (Check)	Is Commercially Available
1194.21 Software Applications and Operating Systems (36 CFR 1194.21)		
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus change.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.		
(e) When bitmap images are used to identify controls, status		

indicators or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.		
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionally required for completion and submission of the form, including all directions and cues.		
1194.22 Web-Based Intranet and Internet Information and Applications (See Note)		
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined		

with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation.		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section 1194.21(a) through (1).		
(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.		
(p) When a time response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
1194.23 Telecommunications Products		
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		

(b) Telecommunication products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k) Products which have mechanically operated controls or keys, shall comply with the following:		

(1) Controls and keys shall be tactilely discernible without activating the controls or keys.		
(2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.		
(3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		
1194.24 Video and Multimedia Products		
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		
1194.25 Self Contained, Closed Products		
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.		

(b) When a times response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k)(1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time.		
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		

<p>(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:</p> <p>(1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length.</p> <p>(2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p> <p>(3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p> <p>(4) Operable controls shall not be more than 24 inches behind the reference plane.</p>		
1194.26 Desktop and Portable Computers		
(a) All mechanically operated controls and keys shall comply with §1194.23(k)(1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with § 1194.23(k)(1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.		
FUNCTIONAL PERFORMANCE CRITERIA		
1194.31 Functional Performance Criteria		
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.		

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		
INFORMATION, DOCUMENTATION, AND SUPPORT		
1194.41 Information, Documentation, and Support		
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.		
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		

Note: The Board interprets paragraphs (a) through (k) of § 1194.22 as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5, 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

Section 1194.22 Paragraph	WCAG 1.0 Checkpoint
(a)	1.1
(b)	1.4
(c)	2.1
(d)	6.1
(e)	1.2
(f)	9.1
(g)	5.1
(h)	5.2
(i)	12.1
(j)	7.1
(k)	11.4